

Notice of References Cited

Application/Control No.

10/697,739

Applicant(s)/Patent Under
Reexamination
WHITE ET AL.

Examiner

Adam G. Hale, Esq.

Art Unit

4175

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U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,957,257	10-2005	Buffalo et al.	709/224
*	B	US-5,715,374	02-1998	Heckerman et al.	706/46
*	C	US-6,615,240	09-2003	Sullivan et al.	709/205
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	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
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	V	PR Newswire, "WorldCom Transforms Customer Service With Complete Web-Based Contact Solution", August 22, 2001, Page 1
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.